

THE STATEMENT OF POLICIES

SOP-03-2024, Rev. 01



IPS Certification Services (UAE and Overseas Branches) ensures I-Policies that originates from them and I (IPS Personnel to Business Owners) are the following:

Integrity tailored from keeping good practices such as:

- Keeping reliable customer services and well-timed;
- Full compliance to applicable regulations and standards;
- Get equipped with adequate and appropriate resources (people, instrumentations, governing references, commercial & processes and protocols (including its updates/refinement)) for testing and certification scheme operations and associated accountabilities;
- Adherence to IPS Management System, Testing and International Listings Scheme requirements;
- Keeping IPS official communication tools in a form of emails, meetings, forums, letters or memorandums; and
- Full commitment to provide highest quality of services and to continual improvements.

Impartial driven from etiquette towards:

- Equal opportunity protocols for all test and scheme applicants in a single or multi-race organizational set up;
- Enforceable Code of conduct agreement for all entities involved in IPS Certification Services ensuring impartial risks to impartiality and confidentiality of all information obtained or created during operations except for those which are made to be publicly available, agreed between all parties and those required by law or within authorized contractual arrangements and obtained from other sources are safeguarded;
- Scheme requirement compliance-based certification decision;
- Test/method-based execution to deliver valid test results;
- Principle of honesty and directness in test and certification activities;
- Continual impartiality risks analysis and mitigation;
- Complaints and Appeals management objectivity;
- IPS processes & protocols and its administration, shall be of non-discriminatory conditions and IPS requirements, evaluation, review, decision and surveillance specifically confined within the scope of certification;
- Independence to IPS clients where no activities such as designing, manufacturing, installing, implementing, operating, distributing or maintaining the client's certified product, service or process nor any form of consultancy nor internal auditing; and
- Equipped with balance and credible mechanism for safeguarding impartiality.

International comprising:

- Variety of tests and certification types to suit market preferences and regulations;
- Internationally recognized services; and
- Universal services accessible to all test clients and scheme applicants whose activities and/or products fall within context of I-Listing schemes and services with no conditions on clients' organization size, membership, relationship nor to any of certifications obtained or any form of undue financial conditions.

The Confirmation:

The undersigned confirms and validates the above statements as the governing policies of IPS Certification Services (UAE and Overseas) applicable to all including personnel (or under-contract) and committee(ies).

Department	Name	Signature	Date
Operations	Engr. Lorena Tan		August 8, 2024
Commercial	Engr. Moe Abdalla Alkhalidi		Aug 08, 2024
Top Mgmt.	Engr. Karim Yehia Elsayed Abdou Abouissa		8 Aug 2024

